



Health Advocate Job Description

7/25/2022

Wildflower Health

Wildflower connects women and families to better care by breaking down silos among providers, payers, and best-in-class partners. We deliver personalized education and calls-to-action that simplify the healthcare journey for families with a combination of human touch and digital tools that fuel the transition from fee-for-service to value-based care models.

Our digital platform and virtual patient advocates engage the Chief Health Officer of the home (aka mom) by monitoring patient generated data and medical records to trigger personalized interventions while simultaneously informing providers and payers of addressable risks, allowing the healthcare ecosystem to work collaboratively. Wildflower eliminates excess costs, improves patient satisfaction and outcomes across the continuum of family health and healthcare ecosystem.

Empowering women. Collapsing silos. Rewarding value. This is a smarter way to care. www.wildflowerhealth.com.

Wildflower Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Applicants must be authorized to work lawfully in the United States. Wildflower Health is not able to sponsor applicants for work visas. All Wildflower Health employees must be fully vaccinated against COVID-19.

About the Role

The Health Advocate is an integral part of our operations team and is responsible for providing care coordination and health navigation services. Key responsibilities include: empowering patients through motivational interviewing based conversations and in app messaging to support provider-driven care plans and health literacy, monitoring patient data and escalating to appropriate social and clinical resources as needed, and providing coordination between providers as appropriate. This individual will directly interact with patients and providers.

The Health Advocate will report to our Director of Human Services. This individual will work closely with other team members on the Human Services team at Wildflower. This is a fantastic opportunity for a caring individual who enjoys working in a growing company, is passionate about improving health outcomes, and is committed to creating exceptional experiences for patients and providers.

Key Responsibilities

- Develop positive relationships with patients and empower them to be active participants in their health and care.
- Manage assigned patient caseload by monitoring data and providing motivational interviewing interventions and health education when appropriate to help patients understand and follow care plans
- Support patients to improve health literacy and reduce the incidence and severity of adverse health outcomes
- Develop positive relationships with providers and clinical teams and support them in providing patient education and monitoring that complements their prescribed care plan.
- Provide services based on health risks identified through data collected across multiple sources, including health risk assessments, data collected from medical devices, signs and symptoms surveys, and medical records.
- Interact with patients, social services, care/case managers, and provider care teams (nurses, physicians, and other clinical staff) to facilitate patient interventions
- Serves as an advocate to patients, providing support with their health concerns related to pregnancy and postpartum.
- Assists patients with locating and receiving appropriate care and services based on their individual needs.
- Utilize customized systems for consistent and accurate documentation of member contact, status, needs and outcomes.
- Places outreach calls to promote health advocacy services, inform members/caregivers of available support resources.
- Communicate with providers and office staff regarding patients' ongoing plan of care and progress towards health goals. Develop partnerships and encourage program participation.
- Refers members to community-based resources that can assist the member with self-care needs.
- Answers incoming calls from patients and addresses requests for support. Transfers members to coaching staff or refers back to the patient's provider as necessary.
- Demonstrates a strong commitment to the mission and values of the organization
- Performs other duties as assigned

Ideal Candidate

The ideal candidate has an exceptional track record of developing strong relationships with patients and providers, while exercising strong judgment in determining escalations to appropriate resources based on a holistic view of the patient and the system in which we operate. We are looking for individuals with the following characteristics:

Qualifications:

- Minimum of Bachelor's degree in Social Work, Public Health or related field
- 1-2 years in a healthcare focused role strongly preferred (in a clinic setting, health plan, hospital, etc.)
- Strong customer service/communication skills. Training in motivational interviewing is preferred
- An understanding of women's health including pregnancy and postpartum
- Knowledge of medical terminology is required
- Certified Health Education Specialist preferred
- Proficiency using software programs such as Microsoft Word, Excel, Outlook and Access.
- Maintains and ensures the security/confidentiality of all personal health information (PHI) collected
- Strong organizational and interpersonal skills
- Excellent written and verbal communication skills
- Detail oriented
- Ability to multi-task and work independently
- Ability to maintain confidentiality and project a professional business image telephonically and in person
- Strong ability and desire to interact with patients across their social and clinical needs and to create strong interpersonal relationships
- Passionate about driving health equity
- Passionate about supporting products and programs that improve family health outcomes
- Experience in health equity, social justice and/or trauma informed care preferred but not required
- Experience working with diverse populations seeking healthcare preferred but not required
- Ability to thrive in a telecommuting environment

Location

Remote

How to Apply

To be considered, please email your resume, cover letter, to jobs@wildflowerhealth.com.